QSAC – QUALITY AUDIT SERVICES CHECKLIST

EXCELLENT QUALITY MEASURES

HUMAN RESOURCES

Excellent CORE Quality Measures - Required

1. Add Certification Level changes as follows:

Class V library: Level I certification for head librarian and at least two other support staff at Level I certification.

Class VI library: Level I certification for head librarian and at least three other support staff at Level I certification, and at least one Level III certification for every 20,000 population over 80,000.
Completion Date:
Comments:
(optional)

2. The library funds at least one certified staff's involvement in at least one community and/or professional organization. Professional involvement examples include the American Library Association and the Michigan Library Association.
Completion Date:
Comments:
(optional)

3. The library devotes at least .5% (one-half of one percent) of its operating budget to continuing education and/or professional or community involvement. A portion of the library's continuing staff education efforts are focused on quality customer service and good public service attitudes. *[For example, if a library's operating budget is $80,000, it will devote $400 to continuing education and/or professional or community involvement.]*
Completion Date:
Comments:
(optional)

4. The library's volunteers have written policies, procedures, and job descriptions that explain and govern their roles. The library designates a staff member to serve as volunteer coordinator.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. The library has at least a partial tuition reimbursement program for certified staff obtaining a degree in a master's library science program accredited by the American Library Association.

Completion Date:
Comments:
(optional)

2. The library pays for all professional staff membership in the American Library Association or the Michigan Library Association. *[Professional staff is defined as Level I and Level II board-certified.]*
Completion Date:
Comments:
(optional)

3. The library pays for board members' membership in the Michigan Library Association.
Completion Date:
Comments:
(optional)

4. The board recruits candidates with expertise in identified areas, such as legal, marketing, and insurance expertise, or to represent a segment of the population.
Completion Date:
Comments:
(optional)

GOVERNANCE / ADMINISTRATION

Excellent CORE Quality Measures - Required

1. The library receives local support equal to .8 mill.
Completion Date:
Comments:
(optional)

2. The board establishes a policy regarding and a plan for the acceptance of gifts of real and personal property, endowment funds, and planned giving. For more information see the Library of Michigan's Financal Management Reference Guide at
http://www.michigan.gov/hal/0,1607,7-160-18835_18894-69217--,00.html
Completion Date:
Comments:
(optional)

3. The library conducts a community survey as part of the planning process to determine if its hours, services, programs and collections are adequately serving its users. For sample library surveys and questionaires see
http://web.syr.edu/~jryan/infopro/survey.html.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The director and board representatives regularly participate in Michigan Library Association legislative activities.
Completion Date:
Comments:
(optional)

2. If applicable, all board members join the regional trustee group.
Completion Date:
Comments:
(optional)

SERVICES

Excellent CORE Quality Measures - Required

1. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours is: Class I 30 hours per week, four days, one weekend Class II 40 hours per week, six days, two evenings, one weekend Class III 45 hours per week, six days, three evenings, one weekend Class IV 55 hours per week, six days, four evenings, one weekend Class V 65 hours per week, seven days, four evenings Class VI 70 hours per week, seven days, four evenings. *[Note: Summer hours do not apply.]*
Completion Date:
Comments:
(optional)

2. The library participates in regional/statewide automated interlibrary loan networks. Interlibrary loans are **placed** the same business day. Intra-library loans are **delivered** by the next day.
Completion Date:
Comments:
(optional)

3. The library provides services or access to services to patrons of all ages with disabilities in formats they can use. The library works and consults with people with disabilities for long-term service planning to ensure they receive services they can use.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. Library staff "works" the library, actively seeking patrons to help and assist. Staff is scheduled for that purpose.

Completion Date:
Comments:
(optional)

2. The library initiates community-wide reading/discussion programs and collaboration with other similar community, regional or statewide initiatives.
Completion Date:
Comments:
(optional)

3. Library staff gathers and staff or volunteers deliver materials directly to homebound patrons of all ages.
Completion Date:
Comments:
(optional)

COLLECTION DEVELOPMENT

Excellent CORE Quality Measures - Required

1. The library spends at least 12% of its operating expenses on materials.
Completion Date:
Comments:
(optional)

2. The library keeps its collection up-to-date, with a minimum of 25% of its circulating materials acquired within the last five years, and a minimum of 7% of its circulating collection weeded every year.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides access to materials for special population groups such as foreign language speakers, genealogists, and those needing Adult Basic Education or emergent literacy materials.
Completion Date:
Comments:
(optional)

2. Staff and patrons can identify on-order and in-process items. The library makes available materials requested which are in the building, but are in-process.
Completion Date:
Comments:
(optional)

4

TECHNOLOGY

Excellent CORE Quality Measures - Required

1. The library uses an Integrated Library System (ILS), which includes an online public access catalog with a graphical user interface, a patron renewal of materials system, and a system whereby patrons may check their user account. These are all available through the library's online public access catalog in the library and through remote access. Patrons can place holds, view their record, and renew library materials 24 hours a day, 7 days a week.
Completion Date:
Comments:
(optional)
(optional)

2. The library is able to deliver information electronically to patrons outside the library. *[Note: To qualify, libraries are expected to accept and respond to email reference questions and fax or mail a magazine article to a patron.]*
Completion Date:
Comments:
(optional)

3. The library supports NISO Circulation Interchange Protocol (NCIP). *(Note: NCIP is a standard that allows two different library automation systems share circulation information. This allows a patron to use his or her local public library card at another library system without having to obtain a second library card (reciprocal borrowing). Other applications include ILL and self-check-out.)*
Completion Date:
Comments:
(optional)

4. ILS security is system-wide with a 48-hour recovery plan. A plan for patron online security is written and executed and enforcement measures are in place. Backups and disaster recovery plans are in place and up-to-date.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. The library offers a dynamic database-supported Web site, managed by the library. Examples of information included are a database driven community calendar, a meeting room sign-up form, online registrations for programs and/or library cards.
Completion Date:
Comments:
(optional)

2. The library supports networked workstations with online reference tools.
Completion Date:
Comments:
(optional)

3. The public is able to access the library's network using their personal computers or digital assistants.
Completion Date:
Comments:
(optional)

4. The library digitizes local community information and makes it available electronically to the public.
Completion Date:
Comments:
(optional)

FACILITIES AND EQUIPMENT

Excellent CORE Quality Measures - Required

1. The library provides a variety of seating options (study tables, study carrels, lounge seating) for public use.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides a variety of public meeting rooms for different size groups.
Completion Date:
Comments:
(optional)

2. Interior library signs are bilingual if applicable.
Completion Date:
Comments:
(optional)

PUBLIC RELATIONS

Excellent CORE Quality Measures - Required

1. The library conducts a community survey on a regular basis, using the resources of the Friends of the Library, its Web site, and other compatible agencies in the community.

The library uses its community survey to determine the level of the public's awareness of library services and the effectiveness of its public relations plan. For sample library surveys and questionaires see
http://web.syr.edu/~jryan/infopro/survey.html.
Completion Date:
Comments:
(optional)

2. The library creates a plan to keep the library before the public on a monthly basis, using newsletters, contests, programs, etc.
Completion Date:
Comments:
(optional)

3. The library designates or employs a public relations coordinator.
Completion Date:
Comments:
(optional)

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library establishes community advisory groups to encourage community involvement and improve service. Examples of such groups include youth, seniors, genealogy, local history, and other identified segments of the population.
Completion Date:
Comments:
(optional)

2. The library develops and keeps current a mailing list of key community leaders, interest groups, and agencies and regularly sends them promotional materials.
Completion Date:
Comments:
(optional)